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"COPY"

1. PROJECT PURPOSE

Defining a Specific Need

After ten years of operating an internationally recognized community policing strategy that was based upon community policing specialists, several years ago the Lansing Police Department moved to a **problem solving** model of community policing. ~~Under this model, the Department was reorganized into team areas with all officers having community policing responsibilities. The activities outlined in this proposal seek to provide increased communication (Email), coordinate and increase accessibility of service providers (Information Referral Database available through the Internet), enhance the resident's ability to identify neighborhood problems (Geographic Information System - ArcView), and facilitate partnerships between the police, residents and the service providers.~~

As part of the Department's reorganization, Lansing was divided into two precincts, North and South. Each precinct is further decentralized into ten team areas. A sergeant is responsible for each team area and is responsible for all neighborhood problems in their area. A team consists of 5-8 officers, a neighborhood team detective and a sergeant. See Appendix 1

While a significant proportion of team activity is consumed with responding to calls for service and crime report taking, the remainder of the time is allocated to problem solving. Currently the principal method of problem identification has been through attendance at community meetings or informal communication of problems to the team largely through personal contact. ~~Although this is an important source of information about community problems, there still exists a significant need for greater communication and better access to service providers, particularly for low income residents. Service providers consist of the various agencies that provide basic essential services such as housing, food and clothing. The City of Lansing partially funds a number of agencies.~~ See Appendix 2

Low income residents are more likely to live in neighborhoods that are characterized with higher crime levels, higher percentage of housing that is rental, and have greater needs related to food, clothing and neighborhood problems. Low income neighborhoods not only have higher crime rates, but also have higher levels of neighborhood problems consisting of litter, parking, noise, trespassing, and homelessness. Team members are frequently the first responders to neighborhood problems and are able to readily identify other citizen problems. When responding to a citizen's request related to a crime problem, officers frequently observe basic essential needs consisting of housing, food and clothing. While the officer does not have the time or ability to address these needs, he or she is in the best position to refer the citizen to a service provider.

Related to housing, the City of Lansing has approximately 42.5 percent renter occupied housing according to 1990 census. All rental houses are supposed to be registered with the City Building Safety Division in order to be inspected for code compliance. Many low income residents live in rental houses that are not registered and below code.

The police problem solving teams are equipped with database/communication tools to effectively communicate amongst themselves, and identify/track neighborhood problems. These

tools include GIS mapping, Community Awareness Program, GroupWise e-mail and Mobile Office Project (laptops in patrol vehicles). See Appendix 3

The primary focus to date has been to increase communication within the police department and between problem solving teams. While these internal changes and developments were essential, it is now recognized that these same concepts have to be expanded to residents living in low income neighborhoods, in order to make them active partners in neighborhood problem solving.

In Lansing, there is a critical need to create a seamless network between the Police Problem Solving Teams and service providers to effectively link low-income families to access information related to the following essential services: 1) crime, neighborhood problems and its prevention, 2) food, 3) housing, and 4) clothing.

Specifically, we have identified three needs that this project is going to address.

1. There is a substantial need for expanding communication between low income residents, Lansing Police Department problem solving teams and service providers. Each of these entities should be networked in order for communication to increase. (E-mail)
2. There is need to improve livability of low income rental housing through the registration of these properties with the Building Safety and Code Compliance Division. Building safety currently has the ability to inspect more homes and apartments but do not have the support of the neighborhoods to turn in the properties for inspection. Residents are not aware of the registered properties in the neighborhoods and improvement of housing can only be realized through registration and code enforcement. (GIS of rental housing)
3. There is a need for low income families to easily access essential services and information concerning food, housing, clothing and crime information. These service providers currently have no viable resource to reach the low income families they wish to serve. In addition, service providers have needs in terms of volunteers, donated food, household furniture, etc. Individuals seeking to serve at various agencies should be able to access a system that will link them to the service provider. (Internet Referral Database, GIS of crime data)

Credible Solutions

In order to increase communication, provide greater access to service providers and allow residents to identify neighborhood problems, four solutions are being proposed. These solutions are referred to as, the **In Touch with Greater Lansing**.

E-mail Solution - To increase communication, we are going to implement a community wide e-mail system to link low-income residents to problem solving teams and service providers. The e-mail system will be established via an internet service provider and an internal city wide e-mail system. The City of Lansing has authorized monies to connect all city employees in a GroupWise e-mail system. See Appendix 4 for a general diagram of In Touch. While the Lansing Police Department currently has GroupWise, the City's version will allow two-way communication to

external entities (POP3 Server Accts.)

Information Referral Database - To coordinate information available on service providers, a comprehensive informational referral database will be created. The referral database is referred to as **In Touch with Greater Lansing**. This database will consist of Web pages for each service provider including the various City Departments and Lansing Police Problem Solving Teams. Each entity with a web page will have e-mail addresses in which residents will be able to communicate directly with providers. Each provider web page will contain information on specific services such as food, clothing, housing, hours of operation, location, phone numbers, contact persons. In addition, service providers will be able to 'advertise or market' their needs in terms of volunteers, clothing, furniture, food, etc. See Appendix 5.

GIS Interactive Mapping - Various information is best presented by utilizing GIS mapping software. The Lansing Police Department uses Environment System Research Institute's ArcView mapping software. The monthly crime maps placed on the department's webpage are inadequate because of infrequent updating and the inability to provide interactive mapping. Citizens will be able to produce crime maps of their neighborhoods which will result in citizens being informed of developing crime problems. See Appendix 6. Crime information will also include data on the day of week, type of crime, time of day and location of crime which will make citizens more aware of crime patterns.

Other information that can be easily mapped is rental property, houses tagged unfit to occupy and the locations of service providers. Residents will be able to visually view the nearest provider of a particular type of service.

Citizens will access the crime maps to inquire about crimes occurring in their neighborhoods. Citizens will communicate directly with the problem solving team via e-mail. Citizens will assist the police in providing information that may lead to the solving of a crime in their neighborhood. This will result in a stronger partnership based on the sharing of information between residents and problem solving teams.

In terms of rental housing, citizens will have access to the City's Building Safety and Code Compliance Division. Information concerning registered rental properties will be available through the GIS mapping system. Thus, residents will be able to determine if rental properties are registered. If they are not, residents can e-mail Code Compliance to report unregistered or substandard housing. Code Compliance will then notify the property owner to become registered and to bring the property up to code. This will improve the housing stock in Lansing for low income residents.

Kiosks - This project includes the utilization of kiosks in five locations that are accessible to low income residents. The locations are City Hall, Police Department North and South Precincts, Lansing Housing Commission and Lansing Public Library. (All identified low income residential areas.) Kiosk development will include considerations for reading levels of users and the Deaf-Hearing impaired.

Measurable Outcomes

In the fall of 1997, the Lansing Police Department and the City of Lansing Mayor's Office collaborated on defining the Department's Goal Based Performance Indicators. Three of the five goals directly relate to this grant proposal. The three related goals and outcomes are: Strengthen Neighborhoods, Internal Infrastructure/ City Government, Economic Development.

Outcomes: Improve Accessibility of Police Services (to low income residents)

Awareness of Community Police Problems

Improving Quality of Life by Reduction of Suppressible Crimes

Strengthen Community and Police Relations

Outcomes: Provide Effective Communications

Outcomes: Increased Sense of Community for more Residents

Improve Economic Vitality of Neighborhoods See Appendix 7

As a result of implementing our solutions, low income residents will improve their quality of life by assisting in the identification and resolution of neighborhood problems. It is expected that there will be increased positive communication between low income residents and police problem solving teams and the Building Safety and Code Compliance Division as well as other City Departments.

2. SIGNIFICANCE

Innovation

Having described the need of low income residents for essential services, specific credible solutions and measurable outcomes, various components of our system are innovative. The most innovative proposal component is the interactive GIS mapping that will allow residents to obtain information on neighborhood crimes and rental property. According to Mr. Dave Olson of the US Department of Justice (The Police Foundation), the Lansing Police Department will be the first department in the nation to develop interactive GIS crime mapping on the Internet. LPD puts Lansing crime maps on its webpage, but they are not interactive. Citizens will be able to view the spatial distribution of problems in their neighborhood. No police department is currently providing seamless, two-way access to its police problem solving teams with the community. Email will provide increased communication between LPD problem solving teams and the community.

Exemplary Description

1. This is multi-jurisdictional in that services and information are not limited to geographic boundaries.
2. This Internet accessibility project would be available to any Michigan community or communities throughout the world.
3. This project will have screens accessible to anyone with at least a sixth grade reading level and universally accepted icons to identify information and services.

3. PROJECT FEASIBILITY

Technical Approach

Unysis Corporation has just completed our City wide network survey solution. We will be using Novell NetWare for our Network Operating System because of its flexibility. The building network infrastructures utilize a switched design, standardizing on Cisco networking equipment. We have included an equipment configuration list and logical drawings. *See Appendix 8*

Our Wide Area Network is a Managed Frame Relay Hybrid with ISDN for data communication's infrastructure. E-mail communication gateways will be implemented on both our GroupWise and Lotus Notes system to facilitate interaction and cross platform communication. Access to the Internet will be by managed carrier lease established through a Frame Relay T1 circuit from our main computer facility thru the carrier Frame Relay cloud to the ISP. E-mail to and from the Internet would be facilitated through a GroupWise Internet gateway. An Internet server with two 48 digital modem Pools, router, hub, and disk carousel (for Multimedia), will be added off of the Internet T1 throughput. The City will become there own ISP able to offer target users access to In Touch and the Internet at no cost. We will control connection to the Internet with a router, switch, and Cisco PIX firewall.

For building network infrastructures the City will use a switched design, standardizing on Cisco networking equipment. Collapsed backbone using LAN switching at the building level will be created. Workgroups are connected via shared media hubs located throughout the City's buildings. These hubs will be bridged together in a hierarchical manner. In large buildings workgroups are tied together with switches and the floors are tied together via a building "backbone." The Police building will act as the head-end for the Police network (needed to ensure security). Separate T1 Managed Frame Relay circuits will be established between the Police building and the two precincts. Cisco 772s will be used at the Neighborhood Association Offices, Network Centers, Lansing Housing Commission, and the NCPC interactive learning center and Cisco 1924As as primary switch in each. Existing hubs at the precincts can be tied back to the 1924s. ISDN is available to all locations listed above.

The domain/post office architecture enables the GroupWise system to meet current and future needs. NetWare Loadable Modules provide all of the administration and E-mail routing functions locally so the speed of the WAN will not affect the E-mail infrastructure. The NLMs on each server communicate to the other servers in the network via TCP/IP.

The "In Touch" system will enable any person on the network, Kiosks, Internet, Web TV, or with phone access and a PC, the ability to interact with Service Providers-Police-City services. "In Touch" will be ready for exponential growth during and after the grant period (video teleconferencing i.e. community training programs). *See Appendix 9*. Leasing equipment will allow migration to new technology preventing throwaway technology. Our communities' current stability, wanting to become involved in solving crime problems, and need for technical training will enable quick use of the network. Our partners will grow quickly as hospitals, local colleges, universities, and health department are already interested in using "In Touch" to reach low income target groups. Maintenance of the system will come both from our own City computer staff along

with the managed care of the leased equipment.

Applicant Qualifications

Our team consists of reputable corporations that have extensive experience in the various components of this proposal. Meetings/phone interviews were held with representatives from each of these corporations. The City of Lansing requires Requests for Proposals on all subcontractors (unless 'sole source' is determined) so therefore, contracts with these potential vendors can not be provided at this time.

Unisys Corp.- Analysis and implementation of the City wide e-mail system.

Environment Systems Research Institute - Developers of GIS mapping software (ArcView).

Netimation - Main ISP provider in Lansing area.

Vucom, Inc. - Local business development specialist in kiosks, Websites, multi-media.

City of Lansing

Lt. Steve Person, - Technical Project Director

Mr. Dennis Washington, Grants & Program Coordinator - Coordinate Service Providers

Mr. Dan Puuri, Research Analyst - Program GIS ArcView, Develop Referral Database

Mrs. Sheryl Crawford, Programmer Analyst - Program GIS ArcView

Programmer Analyst from City's Computer & Communication Service Office

Implementation Schedule and Time Line (See Appendix 10)

Sustainability

In the second year of this project key milestones will be developed and serve as the foundation for sustainability. Based on the system that will be developed, various service providers and partners will participate in the economic viability of this project. Economic viability is going to be supported by three components after the initial two year development; 1) increase (percent of) registered rental properties and inspection fees, 2) Webpage development/maintenance fees, 3) future links to this system and 4) city employees can have Internet access in their homes for \$10/month.

Solutions in this proposal are expected to increase the number of rental properties that are registered with the Building Safety and Code Compliance Division. Each newly registered building will bring in \$150 dollars plus an additional \$14 dollars per unit. According to the Code Compliance Division, it is estimated that there are more unregistered buildings than registered at this time.

Service providers will be assessed a nominal yearly fee of \$400 for the development/maintenance of their webpage that outlines their services.

Future links to this system such as the health providers (Ingham Co Health Department, hospitals, clinics), transportation providers, realtors, Lansing Community College, etc. will be

required to share a proportionate cost in the upgrade and maintenance.

The system will have modem pools which will allow city employees to access the In Touch and the Internet from their homes. The City will be able to offer Internet access at a low cost of only \$10/month. If 100 employees take advantage of this feature, this could generate \$1,000/month.

4. COMMUNITY INVOLVEMENT

Partnerships and Involvement of Community (*See Appendix 11*)

Although this project uses a state of the art technical approach, with qualified staff and reasonable budget, formidable implementation schedule and an effective sustainability plan, it will not be successful without involvement of the community. Initially, an advisory committee was established consisting of representatives from neighborhood association, Lansing School District, Sparrow Hospital Foundation, Ingham Co. Health Department, City of Lansing Mayor's Office, Police Department, Network Computer Project Committee and several local service providers. Meetings were held to identify the scope of the project, the needs of end users, potential solutions and technical approach. See Appendix 12. We will continue to meet with the advisory committee throughout the duration of this project.

Support for End Users

The Lansing Needs Assessment surveyed residents about community needs. The needs indicated the inability of residents to access information on service providers and our proposal provides the solution. Our Network Computer Project Committee (NCPC) surveyed 157 low income residents who indicated their lack of computer skills and need for accessibility to computers.

The Greater Lansing Housing Coalition is working to provide a comprehensive computer learning program in four Lansing area transitional housing programs. The purpose of these centers is to increase the self sufficiency of residents by improving their ability to get jobs and by connecting people and resources of the larger community to serve their children with access to computers after school for homework. In addition, NCPC will provide welfare recipients and others, training skills to enhance their employability and used personal computers.

Privacy

Privacy and confidentiality are not important issues in this project because service providers currently maintain user confidentiality. The proposed system will not change the current mode of operation.

5. REDUCING DISPARITIES

We have identified our end user group as low income residents, in the greater Lansing area. Due to the significant size of the user group and documented needs, we have developed a

system to address those needs through training, accessibility of the technology, PC equipment and unlimited access to police and provider services. See Appendix 13.

Identified barriers include low reading levels, no access to information related to crime, the knowledge of computers in general, acquiring basic human services, no phone connection. This project will address each barrier through accessible interactive free training through NCPC's interactive learning center and Lansing School District Schools. Access will be provided to end users via PC's connected to the Internet in Network Centers, Neighborhood Association Offices, Lansing Police North & South Precincts, Lansing School Buildings and other service providers. Kiosks will be installed in five locations; City Hall, Lansing Public Library, Lansing Housing Commission and Police Precincts. See Appendix 14. The design pages will afford even those end users with reading deficiencies easy access to needed services.

6. EVALUATION DOCUMENTATION AND DISSEMINATION

Evaluation Plan (See Appendix 15)

Having described our strategies for overcoming access barriers and related disparities, the focus shifts to determining whether the project goals were effectively addressed by the credible solutions suggested. The evaluation plan of the project provides measurable questions, related strategies, collection methods, analysis measures, specific evaluator and necessary resources. The evaluation provides information on whether the goals of the project were met in a timely and satisfactory manner.

Documentation Plan

The three main components of the In Touch system are Webpage-Internet development, GIS Mapping development and E-mail setup. A detailed log of all activities, time spent on projects, monies spent and any changes to the implementation will be maintained. An evaluation of the partnerships outlined in this proposal will be conducted to assess any variations in the roles of the partners.

Dissemination Plan

The In Touch system will display our design plans and a progress report on the continuing development of the system. In addition, information will be provided at national conferences based on evaluation outcomes, end user surveys, statistical data, and neighborhood association data on the impact of the increased access and communication between low income residents and service providers. After the first year of the project, a demonstration of the project will be provided at the national NTIA TIIAP conference for interested parties or future bidders. Organizations targeted other than potential TIIAP bidders include municipalities, counties, or local areas with low income or other residents unable to access services, information, and interactively communicate with needed entities. As indicated on the Implementation Schedule, orientation sessions will be conducted to the service providers.